

Code 420 Quality Objectives and Metrics

Traceable to Code 400 Quality Objectives	Code 420's Quality Objectives	Metrics associated with each objectives
1	1. Develop mechanisms to ensure that there is a continuing supply of qualified managers to support Center missions.	1-1 Training statistics (Academy for Program & Project Leadership (APPL), Executive & Leadship programs/seminars).
2	2. Establish and implement academic, national, and international partnerships in formulating and implementing NASA missions.	2-1 Participation and performance of domestic partners 2-2 Participation and performance of foreign partners
3	3. Lead GSFC- managed flight projects successfully through the Formulation, Approval, and Implementation phases	3-1 Technical, cost, and schedule performance (MPRs) 3-2 Historical performance 3-3 Satisfaction of external customers
4	4. Employ innovative practices in program and project management	4-1 Utilization as appropriate of the Rapid Spacecraft Development Office spacecraft procurement time savings 4-2 Quarterly Executive Dialogues Participation 4-3 Program Office Web sites (available guidance packages, sample documents, presentations, lesson learned Program & templates)
5	5. Operate and maintain systems to ensure that data from the Center's Earth Science missions are captured and distributed to the scientific community	5-1 Data capture statistics 5-2 Data distribution statistics

The objective and associated metrics with each process shall be communicated to all levels of the EOSP and reviewed periodically in order to monitor the overall effectiveness of each process and to provide a measure of continual improvement:

- a. Objective 1 – Training statistics will be reviewed semi-annually to ensure that we continue to develop future program and project managers. Adjustments will be made as required.
- b. Objective 2 – The performance of our domestic and foreign partners will be reviewed monthly.
- c. Objective 3 – Technical, cost and schedule performance will be reviewed monthly and adjustments made as required. Also, historical performance tracking is updated and reviewed annually. Customer satisfaction feedback from our primary external customers is sought and analyzed.
- d. Objective 4 – The assessment cycle for innovative practices will be driven by the periodicity of the events themselves. Improvements will be made as required.

- e. Objective 5 – Statistics will be developed on a monthly basis by the performing organizations to ensure that data availability and distribution continues to meet requirements. Customer satisfaction feedback from our primary customers will be sought and analyzed. Corrective actions will be taken as required.